

**Minutes**  
**Advisory Committee**  
**Monday, September 21, 2009**

In attendance: Frank Bruno, Colleen Carney, Drusilla Carter, David Goble, Faith Line, Ray McBride, Sarah McMaster, Catherine Morgan, Laura Sponhour, Wlodek Zaryczny

- I. Approval of last meeting's minutes. Minutes were accepted as amended. They have been posted to the SC LENDS wiki.
- II. Migration Status
  - a. The new migration manager, Galen Charlton, at Equinox is doing a good job.
  - b. TLC data is slow to come in. Calhoun and Chesterfield, however, have been able to run a subset of data for Equinox to review until TLC can deliver the final data.
  - c. Equinox has asked all SC LENDS libraries to stop cataloging as of October 1 until the October 15 Go Live to allow deduping. And there will be a similar moratorium two weeks prior to the December 3 Go Live. Catherine requested that Galen send us a description of exactly what stopping cataloging means so that we can alert all the libraries.
  - d. York is coaching staff to expect some problems with the migration and how to work through them. They are putting together scripts to make that task easier for front-line staff, and will share the results with other SC LENDS libraries.
  - e. York has concerns about its network and its local ISP provider. Last week the Internet was up and down, and a fiber optic cable was cut six weeks ago. Comporium is on state contract. If their service is not good, we can report that to DSIT. Ray reported that PNAP and Level Three are two hops that are consistently losing packets and showing slow downs. Beaufort and York both go through there. Catherine will ask DSIT to take a look at them.
  - f. Catherine talked last week with Tom Fletcher at DSIT about T1 connections between library headquarters and their branches. Tom has asked his engineers to start looking at those connections to see what can be done with packet shaping to improve speed between the headquarters and the branches without getting more bandwidth.
  - g. Wlodek reported that things have really improved at Beaufort. He thanked Ray and Rogan for help with network analysis.
- III. Committee Reports
  - a. Governance
    - i. The updated Code of Ethics is still in progress. Laura will make changes from Sarah's copy and send it to Kristen to make sure all her changes are there.
  - b. Circulation
    - i. Holds error message rewording
      1. Wording was OK per people present. Laura will open a help desk ticket with Equinox to change the wording.

- ii. Grace period for overdue fines
  - 1. The grace period on fines applies to the whole consortium; all SC LENDS have to accept a grace period or we have to eliminate it entirely. Most SC LENDS libraries do have a grace period. The default in Evergreen is 24 hours. Ray motioned that we accept the 24-hour grace period. Frank seconded. The group approved it unanimously.
- iii. Consortium Holds Policy—Part Deux
  - 1. Maximum holds allowed is also shared throughout the consortium. The Advisory Committee had earlier decided on a 10 holds/patron policy, which applies not only to the consortium as a whole but for patrons within their home library system. Staff at some libraries are concerned that vocal patrons may insist on more. The Advisory Committee decided to maintain the 10 holds policy for several reasons:
    - a. Florence, which currently has a 10 hold limit, reported that 30% of their holds are not getting picked up as it is.
    - b. More holds means higher transportation costs, which is a factor at any time but a real issue in this economy.
    - c. Equity of access: Reducing the number of holds allowed per person increases the access to library materials for all patrons.
    - d. Allowing patrons to place dozens of holds—particularly home schoolers who tend to place on hold and check out all the books on a particular subject—can clear out entire subject collections.
    - e. Homeschoolers have the option of placing holds on their children's cards as well as their own, effectively increasing the number of holds they can place.
  - 2. Laura will verify whether in Evergreen there is a difference between active holds—holds on the holds shelf with your name on it—and holds that are just in your cue.
- c. Cataloging
  - i. The cataloging policy is not where we want it to be. Standards and who will enforce the standards are not defined. The cataloging training being offered later this week may help determine best practice work flows. The Advisory Committee will table this issue until the next meeting.
- d. System Administration
  - i. Update on additional bandwidth
    - 1. Catherine reported that all SC LENDS libraries that were on a T1 are going to 10meg (Fairfield, Union, and Calhoun). Dorchester upgraded from 3meg to 10 meg. There is some minor cost share for some of the libraries. Catherine asked that the libraries let her know when the technicians come and actually install the new lines.
    - 2. Installing 10 Meg lines does not resolve the connections from branches to headquarters. T1 works great when the server is on site, but it may

not be enough given that Evergreen is on a hosted server. Catherine is talking to DSIT. Florence will be using a bonded T1 that is the equivalent of 3 Meg. DSIT has asked that we first determine how many computers are at the library branches. Small branches with just a few machines may not need anything more than a T1. Branches with many computers will need more help with packet shaping.

- ii. Evergreen will be upgraded to 1.4.0.6 on Wednesday around 9:30 p.m. The interim release has critical patch that will help with holds. Beaufort, Union, and the State Library don't have to upgrade the clients immediately, but it will need to be completed within two weeks before the old client is turned off.
- iii. We are still holding off on the 1.6 upgrade until January 2010.
- iv. SC LENDS System Administrator Options
  - 1. There is a need to have a one person to handle the system admin function for SC LENDS. We could hire our own. Or we could work with Equinox to have a VSA.
    - a. We need to get a job description from Equinox and determine exactly what we need. Some libraries want a person in state. On days when there is no problem, then an in-state person could work on other SC LENDS issues.
    - b. Where would the person be housed? The Advisory Committee thought the State Library would be a good central location. David said the State Library has the space.
    - c. The AC formed a subcommittee—Ray, Catherine, and Laura—to develop a job description. Catherine thinks base salary is 60K plus benefits. If we contract, then the base cost will be higher. Travel money also needs to be built into the cost. Laura will find a date to meet in person or by conference call before the next AC meeting.

e. Training Working Group

i. Upcoming Training Dates

- 1. Cataloging: September 23-25

IV. Other Questions/Issues

a. Report from Financial Model Subcommittee

- i. Colleen reported that the group is trying to determine what statistics to use to determine how much a particular library pays into the account. The salary of the System Administrator will affect the yearly dues. The Financial Model subcommittee will wait to get word from the SA search and re-present their findings.
- ii. Laura discussed the steps involved in setting up a Trust Fund managed through the Treasurer's Office. It will take legislation, but it will protect SC LENDS money and allow the consortium to build up reserves across fiscal years for big purchases such as equipment and development. The two legislators that need to be approached are Hugh Leatherman (Florence) and Dan Cooper (Anderson). David and Ray will approach Sen. Leatherman.
- iii. In the meantime, the libraries need a way to protect the money they are not spending on an ILS during FY10. The existing reserve account may work for that

purpose until the trust fund can be opened. Laura will poll the AC to find out how much money the libraries have to put in reserve and options for doing that.

- b. Shared patron types and staff types
    - i. Libraries should not share patron types. They will keep their own types but preface with a library code so that all profile types from one library will fall together in the drop-down list that staff sees when they register patrons.
    - ii. Staff profiles are different. We do want to keep those consortial. What do we need?
      1. Cat1, Cat2, Cat3 plus a SuperCat
      2. Circ1, Circ2, SuperCirc
      3. We will add an Acquisitions staff type when we get the acquisitions module.
      4. The Advisory Committee wanted to keep the permissions tight until everyone migrated. Maybe add a branch manager. Libraries can add permissions as needed to particular staff. Catherine will send out a list of permissions as they stand now. Local system administrators can view permissions within Evergreen.
  - c. SCLA panel discussion (Thursday, October 29, 2:30-4:00 p.m.)
    - i. Equinox and as many SC LENDS AC members are asked to attend the panel discussion at SCLA. Colleen can be there, but we need to make sure to have a representative from one of the smaller libraries. Laura will work with Calhoun, Chesterfield, and Union to see whether representatives from those libraries can participate.
  - d. Chain of command for addressing problems. In the early stages, we want any problems with a particular library's cataloging addressed at the director level. Cataloging staff who see repeated problems with another library's cataloging should report the problem to their own director. The directors will address any problems within the Advisory Committee. Laura will let the catalogers know the process in the cataloging training and will follow up with a message to the Cataloging Working Group listserv.
  - e. Catherine reported that we are down to about six open problems on the Equinox help desk. Beaufort had a spreadsheet of outstanding issues. Catherine will go through the list and verify what has been closed and let Wlodek know.
- V. Dismissal—Next meeting, Wednesday, October 28, 9:30 a.m. (the earlier time accommodates those attending SCLA in the afternoon), State Library, Room 301.